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Army Knowledge Online (AKO), established in the late 1990s, has provided information services, such as email, discussion forums, a people locator and direct access to many other Department of Defense (DoD) and Department of Veterans Affairs (VA) websites, to members of the United States Army, retirees and family members.

The Army is now conducting extensive modernization of its information technology (IT) infrastructure and systems. This effort is necessary to bring Army IT up to date, to create a network that works across the entire DOD and to comply with federal IT standards. As part of this modernization, the Army is moving toward cloud services, which will allow for global accessibility and will eventually replace AKO legacy solutions.

Impact on AKO Users

The Army continues its transition to DoD Enterprise Email (DEE), or “email for life,” with the intent to provide Soldiers a single email address for the extent of their career – from enlistment to retirement.

Today’s Warfighter’s network environment (e.g. e-mail address, phone number, network connectivity) often changes between home station, training, and deployment locations, interrupting work and degrading productivity. The goal for the Soldier is a smartphone-like experience where applications, data, and services are easily accessible globally, without end-user intervention or costly, inefficient and burdensome technical support.

The Army Network of 2020 and Beyond will go with Soldiers from home station, en route and to the tactical edge – farther away from hardened bases giving them the assured information, communications and Mission Command capabilities they need to execute the mission successfully and safely.

As part of this transition to unified capabilities, on March 31, AKO will no longer provide email services for active duty users. The Program Executive Office Enterprise Information Systems (PEO EIS) will shut down all mailboxes on AKO email systems. AKO will continue to forward email for Army Common Access Card (CAC) holders until June 30.

After that time, any email sent to AKO user@us.army.mil accounts will be returned to the sender. The shut-down applies to mailboxes on both the non-classified NIPRNet and classified SIPRNet. To assure a seamless transition, current AKO email users are encouraged to ensure any applications sending email to AKO addresses are updated to forward to DEE or other valid email addresses by June 30.

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AKO Email

Personnel who have DEE accounts should start using them exclusively, and stop distributing their AKO email addresses. CAC holders should also update their cards, moving from AKO to the DEE Global Address List. Note: This action will not affect access to the AKO portal.

For information on saving/exporting AKO email, refer to the following TTPs, please click the following link: https://esd-crm.csd.disa.mil/app/answers/detail/a_id/88

For instructions on packaging saved mail, you will need to create a .pst file. For instructions on creating a .pst click the following link: https://esd-crm.csd.disa.mil/app/answers/detail/a_id/507

For problems with AKO mail or DEE, call the Army Enterprise Service Desk at 1-866-335-ARMY (1-866-335-2769) and follow the prompts.

Because these AKO email accounts are no longer active, users should:

- Update all accounts and memberships currently using the AKO email address, such as myPay accounts with a commercial address (e.g., .com or .net accounts).
- Obtain a premium DOD Self-Service Logon (DS Logon) account: (<https://myaccess.dmdc.osd.mil/identitymanagement/consent?continueToUrl=%2Fidentitymanagement%2Fhelp.do%3Fexecution%3De3s2>). This account allows access to personal benefits records and claims on DOD and VA websites.
- Download any files/data from AKO files they wish to retain.

DS Logon

DS Logon, which is operated by DoD, allows access to multiple DoD and VA websites using a single username and password. You sign in once, and then can get to any of the connected sites and your accounts on them. DS Logon complies with federal security guidelines and provides a secure user experience. *You must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) to obtain a DS Logon account.*

DS Logon offers two types of accounts: basic and premium. The basic account permits read-only access to certain sites; the premium account is required for a user to modify his or her information. VA advises that users who already have a DS Logon basic account upgrade to the premium account by performing "remote proofing" through the eBenefits website (www.ebenefits.va.gov), not by authenticating with their Defense Finance and Accounting Service (DFAS) myPay account. Instructions can be found at <https://mobilehealth.va.gov/content/how-obtain-ebenefits-premium-account-ds-logon>.

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Websites Available through DS Logon as of March 2015

Address Update	https://www.dmdc.osd.mil/appj/address/
Beneficiary Web Enrollment (BWE)	https://www.dmdc.osd.mil/appj/bwe/
Civilian Employment Information(CEI)	https://www.dmdc.osd.mil/esgr/
DMDC Reserve Component Purchased TRICARE Application (RCPTA)	https://www.dmdc.osd.mil/appj/trs/
DoD Spouse Education and Career Opportunities (SECO)	https://myseco.militaryonesource.mil/
DS Logon Self-Service website	https://www.dmdc.osd.mil/identitymanagement/
eBenefits	https://www.ebenefits.va.gov/
Family Subsistence Supplemental Allowance (FSSA)	https://www.dmdc.osd.mil/fssa/
Health Net Federal Services	https://www.hnfs.com/
Humana Military	http://www.humana-military.com/
Joint Qualification System (JQS)	https://www.dmdc.osd.mil/appj/jqs/
MetLife	https://mybenefits.metlife.com/
milConnect	http://milconnect.dmdc.mil
myTRICARE	http://www.mytricare.com/
RAPIDS Self Service (RSS)	https://www.dmdc.osd.mil/self_service/
Regional Proficiency Assessment Tool (RPAT)	https://www.dmdc.osd.mil/rpat/
Transferability of Education Benefits (TEB)	http://milconnect.dmdc.mil
Transition Assistance Program	https://www.dmdc.osd.mil/tgps/
TRICARE Online (TOL)	https://www.tricareonline.com/
TRICARE Overseas	http://www.tricare-overseas.com/
TRICARE4u	https://www.tricare4u.com/
Verification of Military Experience and Training (VMET)	https://www.dmdc.osd.mil/tgps

Future DS Logon Partners

- Army Career Tracker (ACT)
- Army Medical Evaluation Board (myMEB)
- Employee Benefits Information System (EBIS)
- Human Resources Command (HRC)
- ICYSmiles
- My Army Benefits (MAB)

Who is eligible for a DS Logon account?

Soldiers (active duty, National Guard, U.S. Army Reserve), spouses, veterans and family members are eligible for a DS Logon account. Before registering for a DS Logon account, you must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).

How do I register for a DS Logon account?

Retirees can register using their DFAS myPay account or by contacting the VA. Visit: <https://myaccess.dmdc.osd.mil/identitymanagement/help.do?execution=e4s2#retiree>.

Family members' options include: your military sponsor can request an account for you; you may ask for a DS Logon account when getting your military ID card; or you may go through a TRICARE Service Center. Visit:

<https://myaccess.dmdc.osd.mil/identitymanagement/help.do?execution=e4s2#familyMember>

How do I access DOD websites not connected to DS Logon?

For sites not currently using DS Logon, such as myPay, you will have to establish an individual username and password.

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AKO Transition Q&A

When will my AKO email account be deactivated?

On March 31, AKO will no longer provide email services for remaining users. The PEO EIS will shut down all mailboxes on AKO email systems. AKO will continue to forward email for Army CAC holders until June 30.

After my AKO email account is deactivated, what happens if someone writes me at my army.mil address?

If you have NOT set up auto-forwarding to your DEE or commercial email account, emails sent to your army.mil address will be returned to the sender with an error message. *Reminder: It is imperative to establish a new email address and to update all of your business and billing accounts, such as utilities, credit card companies, banks and other financial institutions, mailing lists, etc.*

Retirees and Family Members

Retiree and family member access to AKO was terminated on January 31, 2015. However, they are able to access personnel and benefits information held by both the DoD and VA via DS Logon.

The Army remains committed to virtually connect with all retirees and family members. The “[Soldier for Life](#)” program and website is available to provide support with current information and links to resources for retirees and family members – allowing us to continue to serve our entire community at every stage.

Additionally, the Army Home Page public website, www.army.mil, is the source of official Army news and information. It also provides links to Army Social Media (e.g., Army Facebook, Twitter, YouTube), Army organizations, and Army programs such as “Ready and Resilient.”

Resources:

AKO Transition:

<http://www.eis.army.mil/ako>

<http://ciog6.army.mil/AKOTransition/tabid/215/Default.aspx>

Soldier for Life:

<http://soldierforlife.army.mil/>